

MEETING MINUTES
February 20, 2007

**GOVERNOR'S COMMITTEE FOR THE PURCHASE OF COMMODITIES AND
SERVICES FROM THE HANDICAPPED**

The meeting was called to order by Chairperson Penney Hall at 10:00 a.m. February 20, 2007 at the F. Ray Power Building, located at the West Virginia Division of Rehabilitation Services' office in Institute, West Virginia.

ATTENDANCE:

Committee: Penney Hall (Chairperson); Brenda Morford; Pete Cuffaro; John Liller; Everette Sullivan; Jan Smith; Ron Price, Executive Secretary; Carol Jarrett, Recording Secretary.

WVARF Staff: Glenn McEndree; Chris Miller; Craig Greening and Ken Kennedy.

Public Attendance: Jim Gamble, Sheltered Workshop, Nicholas County
John Posey, Prestera, Charleston, WV
Tim Morris, WVARF President
Emma Smith, Green Acres Regional Center

The first order of business was approval of the minutes from the last meeting.

MOTION #1

Mr. Sullivan made a motion to approve the minutes as presented. Mr. Liller seconded. Motion passed.

REPORT OF THE COMMITTEE CHAIR:

Ms. Hall reported a letter did go out to Annette Francis at the Development Center in Keyser congratulating her on the work they were doing at the I-81 Northbound rest area.

EXECUTIVE SECRETARY REPORT:

\$ 1,488.30 - FY07 Annual Allocation
\$ 229.14 - Total Expenses – Remaining bills paid throughout the end of the year '06.
\$ 19.39 - Outstanding
\$ 1,239.77 - Remaining FY'07 Allocation

Bills for the telephone conference calls during the last meeting have not been received.

EXECUTIVE DIRECTOR'S REPORT:

Mr. McEndree reported he had spoken with Emma Smith, Executive Director of Green Acres Regional Center, regarding bottled water. She will report on what steps were taken or have been taken to alleviate water situation

He said although laundry has been added to WVARF04 there still is no contract with DHHR. WVARF is waiting on DHHR for information to proceed. As soon as WVARF gets the necessary paper work from DHHR they will issue a purchase order. The DHHR official was unsure about how to write the contract against WVARF04. Mr. Tincher said to write it as she would any other contract.

Ms. Hall asked Mr. Kennedy if he had spoken to Mr. Tincher regarding the potential laundry contract with DNR for approximately seven state parks. He said he had talked with him and at this time Hancock County Sheltered Workshop did not want to take this on until they get the DHHR contract established.

Mr. McEndree reported WVARF is still experiencing computer problems. He also reported WVARF has been named in a lawsuit involving an alleged attack at a rest area in January 2005. Other parties to the lawsuit were the involved CRP, the Division of Highways and the Division of Tourism.

He invited members to attend WVARF's legislative breakfast on February 23 at 7:30 a.m. in the Culture Center Cafeteria. He reported WVARF was concerned with SB 203 which allows the state to basically purchase everything that they purchase using a p-card. He said since they are currently paying a 3% fee this could result in a request to increase the fee to cover this cost. He said they had met with Glen Gainer, WV State Auditor, and they are looking into the possibility of WVARF paying only a 1% fee. He said this could still result in an increased cost but they are evaluating what that exact cost will be. There was discussion regarding how much of an increase WVARF may see as a result of this change with the p-card. WVARF is waiting on a proposal from the Auditor's Office before they will know the true impact.

CONTRACT PRESENTATIONS:

Mr. Kennedy reported there was a change in the DNR stream access sites contract. They added a site Sandstone Falls near Lewisburg. The per site visit goes from \$60.66 to \$60.88.

Mr. Greening reported there were two one time projects. The Department of Education at Presley Ridge outside of Parkersburg wants a one time deep cleaning done which includes stripping and waxing of all the floors. The per hour rate is \$12.41 which includes a lot of glass and a lot high cleaning. The cost of doing the stripping and waxing is \$1,340.45 based on square footage. In addition there will be an additional cost of between \$1,340 and \$1,500 for the deep cleaning at \$12.41 per hour.

PEIA in building 5 needs to have their carpets cleaned. The cost is approximately \$1,290.24. They also want deep cleaning done at \$11.97 an hour and chairs cleaned at \$2.08 per chair.

There was one renewal contract, DOH, District 7, Weston. There was no change to this contract. The annual FMP is \$5,413.92.

MR. Kennedy presented for the committee's consideration a price list for linen replacement with the laundry contract. This would occur only when there was an unreasonable loss of linens at a facility. Both the facility and the workshop have to agree the loss was unreasonable.

MOTION #2

Mr. Sullivan moved to approve the New and Modified Contracts, Renewed and Laundry Rental Replacement Contracts. Mr. Liller seconded. Motion passed.

CONTRACT COMPLAINTS:

In the past month there have been three complaints. One involving Janitorial, two involving Liquid Hand Soap. The two involving Liquid Hand Soap deal with some the problem of excessive dripping from the bag in the box design. Mr. Gamble, whose workshop provides the liquid soap, is trying to figure out what the problem is. When a solution is found amends will be made as necessary.

Mr. Greening reported the janitorial complaint resulted from an inspection by an individual from General Service. They discovered at the Beckley office there were no safety material sheets or books in the building or at least they were not properly placed. He said he believes this is a universal problem and will need to be addressed.

Mr. Greening reported the complaint with the DHHR in Ohio County has been resolved. He said two WATCH staff people became the investigation team and they interviewed literally everybody including two people at the customer level as well as the workers, the supervisors, etc. It was typed up, signed off and the conclusions were that they changed the process by not taking from one person to go to another contract, particularly in this case since DHHR does buy the toilet paper for that site. That has been clarified. The issue about the time was a lot of miscommunication and misunderstanding. A field review was also conducted by WVARF staff and the problem was discussed. He said WATCH did a thorough investigation and WVARF has a copy in their files.

Mr. Greening reported as per the Committee's instructions he did another follow-up visit to the three Buckhannon-Upshur Work Adjustment Center sites that were still not meeting expectations.

- 1) The Division of Highways Equipment Division, Buckhannon. This project has two workers. Since the previous inspection on December 4, 2006, one of the workers has resigned and has been replaced. Since that time the quality of work has increased. Another DOH employee was contacted and reported the quality of work was much better and improved. Since attendance has not been a problem with the new worker, the long standing issue of not having two workers has diminished at this point. The customer did not feel a walk through inspection was needed.
- 2) The Upshur County Office remains a great deal of concern. The customer remains very unhappy and clearly stated it hasn't gotten any better and the inspection confirmed that. The rest rooms were unsanitary. The vacuum bag was completely full at 9:00 a.m. When he asked if the crews worked over the weekend, the customer said they did not. Mr. Greening spoke with Mr. Dixon regarding this issue. Mr. Dixon reported he had put a second person in that building and obviously nothing had happened. He is going to probably replace both of those individuals.

- 3) Environmental Protection at Philippi. That building is in much better shape and although Mr. Greening notice that certain detail cleaning tasks, such as dirt, dust and cobwebs are returning to door jambs and behind doors. These need to be addressed soon.

Ms. Hall asked whether Mr. Dixon had provided the five documents/tasks that had been requested from him. The Committee was informed by Mr. McEndree that those recommendation had not been communicated to him because of a communication problem between WVARF staff. Ms. Hall stated she believed this was unacceptable and that there need to be better communications between staff members.

Ms. Smith said her biggest issue is that perhaps two people lost jobs that shouldn't have. Now their mind set may be completely changed as far as their opportunities to work. She said she would like to see if perhaps the workshop would consider if these were decent workers that just weren't given the training that they be given the next opportunity to come through for janitorial because that could affect their whole lives. Other committee members agreed with her concern.

The Committee instructed Mr. McEndree contact Mr. Dixon immediately about the recommendation. They also asked for Mr. Dixon to be present at the next meeting.

Ms. Emma Smith reported on the continuing problems with bottled water. She reported a private management consulting firm had just issued a business plan for their entire operation which includes bottled water. As a result of this plan Bob Hanson with Pretera has given Green Acres 30 to 45 days to try to resolve the supply problems.

A part of the bottled water plan is to almost double the capacity for the production of the plant. They have added overtime shifts as a temporary measure. They may start a second shift. It will either be an all day Saturday shift or it will be three or four afternoons as soon as our plant can recover from the day. In the business plan is also an additional bottle washer which is about \$18,000. You can only bottle as fast as your washer can keep up and there are times that the bottle washer isn't in operation and we have to wait on it. They have also put in the business plan additional storage and looking at a loading dock.

After funding is secured Ms. E. Smith said it will take six to nine months for everything to be in place. First thing would be the reorganization of personnel, the building, and bottled water. Ms. E. Smith said she would provide the committee with a one page monthly update on the progress. She is to send that to Mr. McEndree.

FINANCIAL REPORT:

Mr. Miller reported accounts receivables over 60 days was 8% at the end of January. Last year they were at 22%.

Ms. Hall asked about the \$23,800 increase in the Mutual Funds account. She noted that interest accounted for \$10,147.85 of that amount. Mr. Miller said there was an error in the November or October report which has been corrected.

Ms. Hall shared with the Committee a spread sheet which showed a total State Use profit of \$30,070 at six months. If this is projected out for the next six months we are looking at a profit as being \$60,000.

OLD BUSINESS:

CQI IMPLEMENTATION:

Training

There were about four events listed under the training component-- Janitorial University and the other was the ISO9001, 2000 training. Mr. Kennedy said there are plans for him to attend the Baldrige training which would take the place of ISO. Baldrige is more user friendly. Mr. Greening will be attending the Janitorial University hosted by NISH for three days in Oklahoma City the last of March.

Field Reviews

15 reviews to date have been done. Out of 15 CRP's there have been a total of 74 recommendations,

Desk Reviews

Mr. McEndree reported they had been done.

Customer Satisfaction:

Mr. Greening reported a survey had been distributed and returned. The data now needs to be compiled and analyzed.

Performance Inspections:

Mr. Greening talked about the Baldrige criteria . The Committee is to review the CQI Plan for Implementation provided to them. It will be discussed at the March meeting.

NEW BUSINESS

FY 2008 Goals

The ad hoc committee presented for the committee's consideration the Goals for FY 2008. Mr. Liller pointed out there was a redundancy regarding the annual audit in Goal #7 and Goal #3. Mr. Miller said goal #7(3) should be November '07 rather than '06. Mr. Kennedy asked about the committee's intent with goal #5(c) which says to increase the number of modified contracts by 10%. After discussion it was decided to change it to read "increase the sales of existing contracts by 10%."

Ms. Hall said the next step with this is for WVARF staff to develop a detailed action plan on how they will meet these goals. This plan would include target dates and responsible person(s).

MOTION #3

Ms. Morford moved to approve the goals. Mr. Sullivan seconded. Motion passed.

Quarterly Ratio Report

Mr. Greening reported he had not received reports from Clay County or from Randolph County. Pace Tech went from 72.6% in the first quarter to 79.1% in the second quarter. Seeing Hand is N/A in the second quarter that is because they were not doing any work. The number of direct labor hours is 344,000. Total ratio for the whole program is 81.6% and 32 people went from SUP into competitive employment across the state. The amount of wages paid is \$2.3M and total wages is \$2.8M and those numbers will double by the end of the year.

Ms. Hall asked Mr. McEndree to contact Clay County and Randolph County to see why their reports haven't been sent in and make sure they are in by the March meeting.

Minimum Wage

The committee directed that if and when the federal government increases the minimum wage WVARF is to make the necessary changes in contracts without the CRPs having to submit any paperwork.

PUBLIC COMMENT:

Mr. Morris addressed the Committee regarding WVARF's budget and its reserve account. Committee members responded to him.

MOTION #4

Mr. Liller moved to adjourn.